

Academic Appeals Procedure

[QP2.13]

Policy Number:	QP2.13
Revision Number:	0
Date of issue:	July 2006
Status:	Approved
Date of approval:	March 2007
Responsibility for policy:	Director of Quality
Responsibility for implementation:	Directors of Institutes, Department Managers, Curriculum Heads
Responsibility for review:	Director of Quality
Date of last review:	July 2010
Date of last revision:	July 2010
Date of next review:	July 2013

1.0 Introduction

This Procedure sets out the College's systems for dealing with student appeals against either academic decisions made internally by College staff or the outcomes of external assessments by awarding bodies.

2.0 Grounds For Appeal

Students have grounds for appeal against academic decisions relating to performance or progression. These grounds for appeal are as follows:

- request for consideration of mitigation against the use of an attempt due to a missed assessment deadline or non submission of assessment material according to the required deadline;
- appeal against not being permitted to progress to the next stage of the programme e.g. HN year 1 to Year 2, HN Year 2 to degree;
- appeal against an individual academic decision.

3.0 Appeals Against Internal Academic Decisions

This Procedure provides an objective mechanism through which students may appeal against decisions relating to their academic performance, achievement or progression. The procedure is designed to facilitate the resolution of disputed decisions on the basis of a mutual understanding of the issues involved. Disputed decisions may relate to results in individual assessments, the attainment of group awards or progression within a course of study or to a more advanced level of study.

3.1 Stage One

Initially, a student who disagrees with an academic decision must raise his/her concerns with the relevant Subject Lecturer and/or Curriculum Head. It is part of the duties of Curriculum Heads to ensure that any such request for discussion/clarification by a student is dealt with promptly. Stage Two of the procedure may only be initiated when the student finds the outcome of discussions with a Subject Lecturer and/or Curriculum Head unsatisfactory.

3.2 Stage Two

3.2.1 Students who wish to submit an academic appeal must do so by written application to the Appeals Sub-Committee of the appropriate Course Committee.

- 3.2.2 The Appeals Sub-Committee consists of the Department Manager (Chair), Curriculum Head, and appropriate Internal Moderator or Subject Specialist.
- 3.2.3 Where the decision of a particular member of staff is the subject of an appeal, she/he is not eligible to be a member of the Appeals Sub-Committee.
- 3.2.4 Where an appeal relates to a degree programme, an Appeals Panel will be formed in accordance with the policies and procedures of the validating university.
- 3.2.5 Applications should be submitted on Form AP1 ¹ to the Department Manager of the Institute delivering the student's course.
- 3.2.6 Applications should be made within 7 working days of discussion with the Curriculum Head for full-time students or within 14 working days for part-time students, stating in full the case for disputing the decision in question.
- 3.2.7 The Department Manager will convene the Appeals Sub-Committee within 7 or 14 working days of receipt of the student's written case (depending on the student's mode of attendance). In the interim, the Sub-Committee will also receive justification of the decision from the lecturer concerned.
- 3.2.8 The student will be notified of the date, time and venue of the Sub-Committee meeting, and will have the right to address the Sub-Committee. The student will be entitled to have a second person accompany him/her.
- 3.2.9 The lecturer concerned will have the opportunity to present his/her case.
- 3.2.10 The student will not, however, have the right to remain in Committee while a decision is being taken.
- 3.2.11 If the appeal is upheld, the Appeals Sub-Committee will direct the action to be taken to rectify the problem and notify the student of such action in writing within 7 working days on Form AP2 ². All details will be recorded by the Department Manager in the Minutes of the Appeals Sub-Committee.
- 3.2.12 If the appeal is not upheld, the student is notified in writing also on Form AP2 within 7 working days.
- 3.2.13 A further appeal will only be considered where serious irregularities in the procedures of the Appeals Sub-Committee have come to light or where additional information has become available which was not considered by the Sub-Committee and which may have had a significant bearing on the Sub-Committee's decision

¹ See Appendix 1

² See Appendix 2

3.2.14 In the circumstances described in Paragraph 3.2.13, a further appeal may be made to the College Appeals Board.

3.3 Stage Three

- 3.3.1 An appeal to the College Appeals Board must be submitted in writing to the Chair of the Appeals Board within 14 working days of receipt of the Sub-Committee's decision, using form AP3³.
- 3.3.2 The Appeals Board consists of the Assistant Principal (Curriculum and Quality) [Chair], the Director of Quality and one Director of Institute (not the Director of the Institute named in the appeal) will consider the student's case within 7 or 14 working days (depending on mode of attendance) of receipt of the appeal.
- 3.3.3 The student will be entitled to address the Appeals Board and will be entitled to have a second person accompanying him/her. However, the student will not have the right to remain while a decision is being taken.
- 3.3.4 The lecturer concerned will also be entitled to present to the Appeals Board the case for upholding his/her original decision.
- 3.3.5 The Chair of the Appeals Board will convey the Board's decision to the student in writing on Form AP4⁴ within 3 working days, copied to the appropriate Course Committee.
- 3.3.6 If the appeal is upheld, the Curriculum Head will be asked to take appropriate action as in sub-paragraph 2.3.5 above.
- 3.3.7 If the appeal is not upheld, the student will be offered the opportunity for subsequent guidance through Learner Services.
- 3.3.8 The decision of the College Appeals Board is final.

4.0 Appeals Against External Assessment Decisions

This Procedure provides a mechanism by which students presented for external assessment may appeal against the outcome.

On completion of external assessments and the subsequent notification of results, Curriculum Heads/Lecturers or candidates themselves may wish to appeal the outcome. Each awarding body has different procedures to be followed and, therefore, all appeals against external assessment decisions will be processed and managed by the Quality Unit (in most cases by the Examinations Officer).

³ See Appendix 3

⁴ See Appendix 4

The procedure for appealing against external assessment decisions is as follows:

- 4.1 The Curriculum Head, lecturer or candidate informs the Quality Unit that they wish to appeal an assessment decision.
- 4.2 The Examinations Officer discusses the appeal request with the candidate or member of staff to ensure that the appeal is eligible within the regulations of the awarding body.
- 4.3 The Examinations Officer contacts the awarding body to clarify procedures and timescales for the submission of appeals and liaises with teaching staff or the candidate to collate any evidence being submitted in support of the appeal.
- 4.4 The Examinations Officer submits the appeal to the awarding body, together with any supporting evidence, and notifies the candidate/teaching staff.
- 4.5 On receipt of the appeal outcome, the Examinations Officer communicates the result to the relevant parties in line with awarding body requirements.⁵

⁵ Many awarding bodies communicate appeal outcomes directly to candidates, copying centres for information only.

Appendix 1

Academic Appeals Procedure

FORM AP1

Name of Student: _____

Course: _____

Curriculum Head: _____

Institute: _____

Date of Appeal: _____

1. I wish to submit an appeal to the Course Committee of _____¹.

2. I have discussed this problem with _____²
and _____³ on _____⁴

3. Details of the problem [Continue on further sheets, if necessary].

Signature of Student

¹ The title of your course.
² The name of your subject tutor.
³ The name of your Curriculum Head.
⁴ The date on which you spoke to your tutor(s).

Notes: You will be notified of the date, time and venue of the Appeals Sub-Committee for your Course, which will take place no later than 7 working days (for full-time students) or 14 working days (for part-time students) of the Date of Appeal above.

You will have the right to address the Sub-Committee, but not to be present when the decision is being taken.

You may be accompanied by a second person (such as a friend or Student Association Representative), if you wish.

You will be notified in writing of the result of your appeal within 7 working days of the Sub-Committee meeting.

Appendix 2

Appeals Procedure (Academic)

FORM AP2

To: _____ ¹

Of: _____ ²

1. Your appeal has been considered by the Appeals Sub-Committee of _____ and the following decision has been reached:

2. Details of Action to be taken/proposed:

Date: _____

Chair: _____

¹ Name of Student

² Title of Course

Appendix 3

Academic Appeals Procedure

FORM AP3

Name of Student: _____

Course: _____

Curriculum Head: _____

Institute: _____

Date of Appeal: _____

1. I wish to submit an appeal to the College Appeals Board.

2. In my opinion there were serious irregularities in the proceedings of the Appeals Sub-Committee

or

Further information relevant to my appeal has become available which was not considered by the Appeals Sub-Committee **[Please tick as appropriate]**

3. Details of the irregularities or further information **[Continue on further sheets, if necessary].**

_____ **Signature of Student**

Appendix 4

Appeals Procedure (Academic)

FORM AP4

To: _____ ¹

Of: _____ ²

1. Your appeal has been considered by the College Appeals Board and the following decision has been reached:

4. Details of Action to be taken/proposed:

Date: _____

Chair: _____

¹ Name of Student

² Title of Course

Appendix 5

Academic Appeals Procedure

Student's Guide

1. The College provides an assessment and certification service that is fully moderated both internally and externally to ensure that all candidates receive consistent and fair treatment. You should be aware at all times, when you are being assessed, how you are being assessed, who is carrying out the assessment and what your result is. In many instances you will have the opportunity to retake or remediate the work submitted for assessment.
2. Because we recognise how important your results are to you, we have an Appeals Procedure which deals specifically with academic issues. If you do encounter a problem, e.g. a disagreement over assessment results, over possible exemptions or entitlement to progression within your course, then the Appeals Procedure is available to enable you to put your case.
3. However, in the event of a difficulty arising you must, in the first instance, talk the matter over with the subject tutor and at the same time inform your Curriculum Head.
4. Should you continue to be dissatisfied with the outcome of these discussions, then the following process applies. You have the right to use the Appeals Procedure which is in three stages, the first of which comprises the discussion with staff members mentioned above. The next stage(s) involve the completion of one (or two) Appeals Forms (Forms AP1 & AP3).
5. Please read carefully the Appeals Procedure which outlines the sequence of events to be followed. It provides details of completion of the necessary forms, time scales you must adhere to, and so on. The Procedure document is available within your Institute (ask your Curriculum Head), from a member of the Learner Services team and on the College Portal.
6. If you need advice or help with any aspect of your appeal, contact your Curriculum Head or a member of the Learner Services team who will be happy to assist you.